The Claims

1. A relationship building method for automated services, comprising in combination the steps of:

    receiving a contact from a client;

    looking for the client in a client data base;

    if the client is calling by telephone and does not like auto attendant, then

    transferring the client to a customer service representative;

    if the client is in the client data base, then:

    welcoming the client;

    presenting the client with an option of one or more services or goods that are usual for the client as determined by the client data base;

    if the client selects one of the usual services or goods, then processing the client request;

    if the client does not select one of the usual services or goods, then:

    presenting the client with a list of services or goods from which to select;

    entering the new request into the client data base; and

    processing the client request;

    if the client is not in the client data base, then:

    welcoming the client;

    ask the client for billing and delivery information;

    entering the client billing and delivery information into the client data base;

    presenting the client with a list of services or goods from which to select;

    entering the new request into the client data base; and

processing the client request.

2. A relationship building method for automated services according to Claim 1, wherein processing the client request further comprises the steps of:

5   if the client is in the client data base, then:

presenting the client with an option of one or more methods for delivery of services or goods that are usual for the client as determined by the client data base;

if the client selects one of the usual methods of delivery, then further

10   processing the client request;

if the client does not select one of the usual methods of delivery, then presenting the client with a list of delivery methods from which to select, entering the new method into the client data base and further processing the client request;

15   if the client is not in the client data base, then:

presenting the client with a list of delivery methods from which to select, entering the new method into the client data base and further processing the client request.

20   3. A relationship building method for automated services according to Claim 2, wherein the services are rendered or the goods are distributed from a plurality of locations, and wherein further processing the client request comprises creating a plurality of web pages on a computer network, corresponding to the plurality of locations, and posting the client information

25   and the client request information on a web page of the plurality of web pages corresponding to a location which is relatively close to the client.

4.   A relationship building method for automated services according to Claim 3, wherein presenting the client with a list of services or goods from which to select further comprises the step of presenting a series of options regarding services or goods.

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5.   A relationship building method for automated services according to Claim 3, wherein:

receiving a contact from a client comprises receiving a telephone call from the client;

10   the relationship building method further includes using telephone caller identification; and

looking for the client in a client data base comprises determining what client or clients normally call from the identified telephone number.

15   6.   A relationship building method for automated services according to Claim 5, wherein:

receiving a contact from a client comprises receiving a telephone call from the client; and

the relationship building method further comprises communicating with the

20   client is by means of interactive voice response.

7.   A relationship building method for automated services according to Claim 1, wherein the services are rendered or the goods are distributed from a plurality of locations, and wherein processing the client request comprises

25   creating a plurality of web pages on a computer network, corresponding to the plurality of locations, and posting the client information and the client request information on a web page of the plurality of web pages corresponding to a location which is relatively close to the client.

8.   A relationship building method for automated services according to Claim 1, wherein presenting the client with a list of services or goods from which to select further comprises the step of presenting a series of options regarding services or goods.

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9.   A relationship building method for automated services according to Claim 1, wherein:

receiving a contact from a client comprises receiving a telephone call from the client;

10   the relationship building method further includes using telephone caller identification; and

looking for the client in a client data base comprises determining what client or clients normally call from the identified telephone number.

15   10.   A relationship building method for automated services according to Claim 1, wherein:

receiving a contact from a client comprises receiving a telephone call from the client; and

the relationship building method further comprises communicating with the

20   client is by means of interactive voice response.

11.   A relationship building method for automated services, comprising in combination the steps of:

receiving a contact from a client;

25   looking for the client in a client data base;

if the client is calling by telephone and does not like auto attendant, then transferring the client to a customer service representative;

if the client is in the client data base and dials a predetermined speed dial

number corresponding to predetermined services or goods, then

processing the order that corresponds to the speed dial number;

if the client is in the data base and does not dial a preselected speed dial

number, then:

welcoming the client;

presenting the client with an option of one or more services or goods

that are usual for the client as determined by the client data

base;

if the client selects one of the usual services or goods, then processing

the client request; and

if the client does not select one of the usual services or goods, then

presenting the client with a list of services or goods from

which to select, entering the new request into the client data

base and processing the client request.

12.   A relationship building method for automated services in the delivery of

goods and services from a plurality of locations, comprising in combination

the steps of:

receiving a contact from a client by telephone or over a computer network;

looking for the client in a client data base;

if the client is calling by telephone and does not like auto attendant, then

transferring the client to a customer service representative at a

location relatively close to the client from the plurality of locations;

if the client is in the client data base, then:

welcoming the client;

presenting the client with an option of one or more services or goods

that are usual for the client as determined by the client data

base;

if the client selects one of the usual services or goods, then processing

the client request;

if the client does not select one of the usual services or goods, then:

presenting the client with a list of services or goods from

which to select;

entering the new request into the client data base; and

processing the client request;

if the client is not in the client data base, then:

welcoming the client;

ask the client for billing and delivery information;

entering the client billing and delivery information into the client data

base;

presenting the client with a list of services or goods from which to

select;

entering the new request into the client data base; and

processing the client request.

13.   A relationship building method for automated services according to Claim

12, wherein processing the client request further comprises the steps of:

if the client is in the client data base, then:

presenting the client with an option of one or more methods for

delivery of services or goods that are usual for the client as

determined by the client data base;

if the client selects one of the usual methods of delivery, then further

processing the client request;

if the client does not select one of the usual methods of delivery, then

presenting the client with a list of delivery methods from which to select, entering the new method into the client data base and further processing the client request;

if the client is not in the client data base, then:

presenting the client with a list of delivery methods from which to select, entering the new method into the client data base and further processing the client request.

14. A relationship building method for automated services according to Claim 13, and wherein further processing the client request comprises creating a plurality of web pages on a computer network, corresponding to the plurality of locations, and posting the client information and the client request information on a web page of the plurality of web pages corresponding to a location which is relatively close to the client.

15. A relationship building method for automated services according to Claim 14, wherein presenting the client with a list of services or goods from which to select further comprises the step of presenting a series of options regarding services or goods.

16. A relationship building method for automated services according to Claim 14, wherein:

receiving a contact from a client comprises receiving a telephone call from the client;

the relationship building method further includes using telephone caller identification; and

looking for the client in a client data base comprises determining what client or clients normally call from the identified telephone number.

17. A relationship building method for automated services according to Claim

5   16, wherein:

receiving a contact from a client comprises receiving a telephone call from the client; and

the relationship building method further comprises communicating with the client is by means of interactive voice response.

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18. A relationship building method for automated services according to Claim

12, wherein processing the client request comprises creating a plurality of

web pages on a computer network, corresponding to the plurality of

locations, and posting the client information and the client request

15   information on a web page of the plurality of web pages corresponding to a

location which is relatively close to the client.

19. A relationship building method for automated services according to Claim

12, wherein presenting the client with a list of services or goods from which

20   to select further comprises the step of presenting a series of options regarding

services or goods.

20. A relationship building method for automated services according to Claim

12, wherein:

25   receiving a contact from a client comprises receiving a telephone call from

the client;

the relationship building method further includes using telephone caller

identification; and

looking for the client in a client data base comprises determining what client or clients normally call from the identified telephone number.

21. A relationship building method for automated services according to Claim 12, wherein:
    receiving a contact from a client comprises receiving a telephone call from the client; and
    the relationship building method further comprises communicating with the client is by means of interactive voice response.

22. A relationship building method for automated services according to Claim 12 wherein delivery of the services is by a motor vehicle, further comprising:
    Announcing by telephone call of next to be delivered;
    Making unique audible sound from the motor vehicle, announcing the arrival of the order; and
    Confirming by telephone of the correct order being delivered.